Performance Troubleshooting

Objectives

The Performance Troubleshooting package has been designed for crisis situations where an application is performing so badly it's losing you business.

If the application is in production then your customers are being turned away. If the application is for delivery to a client then you may be in breach of contract.

In this situation time is of the essence and the objective is to identify and fix the really critical performance faults as rapidly as possible.

Troubleshooting is carried out while working side by side with the application's operational support staff and the application developers.

Once this package has been completed, and the critical performance problems fixed, it may be advisable to carry out a full Performance Evaluation.

Procedures

Performance troubleshooting involves Transflow in the following steps:

— Working side by side with the operations staff to install monitoring software into the application.

— Collecting performance data while monitoring the application in real time to identify critical performance blocks.

— As soon as a major performance block is identified it is discussed with the application developers and an agreed fix is applied.

— Fixes continue to be applied incrementally until the performance crisis is over i.e. the application is performing within acceptable limits

— A brief report is produced on the performance blocks identified and the fixes applied.

— The monitoring software is uninstalled.

Logistics

Transflow sends a consultant on-site with the monitoring software as soon as the customer is ready for them.

The Performance Troubleshooting package lasts between 1 and 5 days. If during this time Transflow ascertain that the application's performance cannot be improved sufficiently without longer term remedial action being taken they will immediately inform the customer.

Call 01494 582076 or email info@transflow.co.uk for details.